

use of a personal computer;

a agent interface through which agents may establish a connection with the system through a personal computer, wherein the agent interface includes a plurality of interactive buttons for manually indicating agent status;

D1
a central processor which provides for establishing a line of communication between the users and the agents based on a mode of communication selected by the user, said central processor further including an agent status module which is configured to compile and present on an interface the agent status information for a plurality of the agents connected to the central processor;

a user memory which includes personal information for the user that have established a line of communication, wherein the central processor retrieves the user information when a connection is detected, and said user information is presented to the agent with which a line of communication has been established; and

a queue within which connections to the user may be directed when a first predetermined condition is detected by the processor, and which may be connected with an agent when a second predetermined condition is met.

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a^c
10. The system of claim 1 wherein performance information may be accessed and viewed through use of the agent monitoring module.

D1
a^s
13. The system of claim 1 wherein the status includes at least one of: agents currently active, identification information for connections in the queue, change of agent status.

D1
a⁴
15. A method of providing communications computer users comprising the steps of:
detecting a connection established by at least one user through a user interface;
displaying a first interactive screen graphic to the at least one user, wherein the

interactive display graphic includes selections as to a desired mode of communication and provides for entry of selected information;

based on the selected information entered, retrieving from a memory personal information relating to the at least one user;

presenting an interactive screen display to at least one of the agents through which status information for the the at least one agent may be entered;

receiving change in status information from one of the agents, and changing the status of the agent accordingly

performing a search to determine if an agent is available to establish a connection with the at least one user;

if an agent is available, providing the personal information to the agent through a second screen display and establishing the connection between the user and the agent according to the mode of communication chosen by the at least one user;

if an agent is unavailable, placing the at least on user's connection in a queue until one of the agents becomes available, wherein a connection is established between the user and the agent according to the mode of communication chosen by the at least one user; and

compiling the agent status information and compiling for view in a display.

REMARKS

Claims 1-27 are pending in the present application. Claims 1-27 stand rejected under 35 U.S.C. Section 103(a). Claims 9 and 12 have been deleted by this amendment.

The Examiner has objected to Claim 12 as being of improper dependent form. The applicant has deleted Claim 12 herein.